

CY 2016 ANNUAL OCCUPATIONAL SAFETY & HEALTH REPORT TO THE SECRETARY OF LABOR
AGENCY NARRATIVE OF SELF-EVALUATION

Agency Name: **U.S. General Services Administration (GSA)**

Address: 1800 F Street NW, Washington, DC 20405

Number of Federal civilian employees covered by this report: 11255

DASHO		
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This report is submitted in response to the U.S. Department of Labor's (DOL) memorandum entitled "Request for Agency Calendar Year 2016 Annual Report on Occupational Safety and Health Program Activity" (dated November 30, 2016). This occupational safety and health (OSH) report describes what GSA did to protect its employees in calendar year (CY) 2016. DOL provided a template for the report which identified specific topical areas that Federal agencies must address, as well as five appendices to complete and attach, if applicable. Appendix applicability is as follows:

Appendix 1, Sub-agency OSH Contacts: Not applicable. The GSA OSH program is managed as an agency-wide program, and not at the sub-agency levels.

Appendix 2, Fatalities and Catastrophic Events: Not applicable. GSA had no fatalities or catastrophic events in CY 2016.

Appendix 3, Certified Safety and Health Committee: Not applicable. In CY 2015, GSA waived the optional exemption from unannounced Occupational Safety and Health Administration (OSHA) inspections. Therefore certified committees are not required.

Appendix 4, Safety and Health Management System Self Evaluation: Applicable.

Appendix 5, Special Reporting Requirements, General Services Administration and the National Institute for Occupational Safety and Health: Applicable.

GSA has eleven (11) regional offices throughout the United States, each of which is responsible for implementing an OSH program that provides a safe and healthful working environment for GSA employees and includes, but is not limited to: offering employee training, performing annual safety inspections, performing hazard analyses, performing accident investigations, responding to employees' safety and health concerns, and providing consultation services. The GSA headquarters OSH function provides policy and oversight to the regional safety offices.

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I. ASSESSMENT OF OCCUPATIONAL SAFETY & HEALTH PROGRAM ACTIVITIES AND EVENTS.

a. Presidential Initiatives & Evaluation Metric(s).

1) Motor Vehicle Safety.

In CY 2016 GSA experienced a total of 69 reportable motor vehicle events consisting of 24 accidents and 45 incidents. Accidents resulted in one (1) injury and no (0) fatalities. Event categorical distribution was as follows:

EVENT	Number	Distribution
Collision with another vehicle	22	32%
Struck stationary object	15	22%
Ran off road	0	0%
Struck pedestrian	0	0%
Other	8	11.5%
Animal strike	1	1.5%
Act of nature	2	3%
Vandalism	1	1.5%
Theft	1	1.5%
Inspection	17	24%
Hit and Run	2	3%
TOTAL	69	100%

GSA provides motor vehicles in a Federal Government-wide capacity. Therefore GSA has included the motor vehicle safety program and initiatives in Appendix 5 under "GSA Products and Services," since the program applies to all Federal drivers using GSA vehicles, including GSA employees.

- 2) Evaluation Metric(s). GSA uses total and lost-time injury and illness case rates to evaluate OSH performance. GSA saw a total case rate reduction from CY 2015 to CY 2016 (0.57 → 0.43) and a lost-time case rate reduction as well (0.36 → 0.31).

b. Illnesses, Injuries, Fatalities & Catastrophic Events.

- 1) Slip, Trip, and Fall Emphasis. Prior year data (CY 2015) for slips, trips, and falls amounted to 8% of the causal factors for workplace injuries. Therefore in CY 2016 slip, trip, and fall prevention was included in GSA's overall safety and health promotion and guidance. In CY 2016, GSA's overall injury rate declined, but the causal factors attributed to slips, trips, and falls increased significantly. For this reason GSA plans to issue focused guidance and communication in this area.

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- 2) GSA experienced a total of 51 workplace injuries and 5 workplace illnesses in CY 2016. 36 injuries and all 5 illnesses resulted in lost time. 22 of the 51 injuries (43%) were caused by slips, trips, and falls. While 43% is a major portion of the total injury data, the 22 occurrences fall into 8 categories of "slips, trips and falls". The relatively small and varied population set for slips, trips, and falls was not of sufficient size to ensure statistical analysis of the data will be reliable.
- 3) GSA did not experience any fatalities or catastrophic events in CY 2016.

c. 29 CFR 1960 Requirements.

1) Organization of Agency Safety and Health Mission

The Designated Agency Safety and Health Official (DASHO) for GSA is the Commissioner, Public Buildings Service. GSA has 11 regional offices throughout the United States, each of which is responsible for implementing an OSH program consistent with requirements of the following: OSH Act of 1970; Executive Order 12196, Occupational Safety and Health Program for Federal Employees; 29 CFR 1960, Basic Program Elements for Federal Employees; and GSA Internal Directive 5940, GSA Occupational Safety and Health Program. These documents are complementary and define the process for GSA to provide employees with safe and healthful working environments.

The GSA headquarters OSH function is assigned to the Public Buildings Service, Office of Facilities Management – Facility Risk Management Division, and is responsible for managing the agency-wide OSH program. GSA is in the process of realigning the OSH function to the Office of Administrative Services (OAS). OAS has responsibility for all GSA workplaces. The national OSH Manager position was vacant in CY 2016.

2) Field Federal Safety & Health Councils

GSA safety and health professionals are encouraged to participate in local Field Federal Safety and Health Councils. Employees are authorized time to participate in council meetings. Several regions regularly participated in local council meetings during the reporting period. Specific participation worth noting is as follows:

- The Safety Specialist at the Greater Southwest Region continued to serve as the Dallas/Fort Worth Field Federal Safety and Health Council vice-chair.
- The Public Buildings Service headquarters facility safety engineer and the Northeast and Caribbean Region (New York) Safety and Health Branch Chief participated in both the Northern and Southern New Jersey Councils.

3) Inspection of the Safety and Health Management System

- a. GSA does not have a formal Safety and Health Management System.

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b. GSA received one (1) inspection from OSHA in CY 2016, which found two (2) violations. These violations were tracked and abated using GSA's Inventory Reporting Information System, i.e. GSA's hazard abatement plan.

4) Occupational Safety and Health Training

GSA's occupational safety and health training is managed by the individual regions. The regions provide this training in various contexts, including classroom instruction, in-house webinars, and during OSH committee meetings. Primary types of training completed are summarized as follows:

- a. General Population.
Automated External Defibrillator (AED) / Cardiopulmonary Resuscitation (CPR)
OSHA 10-hour General Industry
OSHA 10-hour Construction
New supervisor safety training
Asbestos Building Inspector (Building Managers)
- b. National Capital Region. In addition to the above general training the following was provided to tradespersons in this region:
Lock-out/Tag-out
Hazardous Communication
Arc Flash Hazards
AED/CPR for electrical workers
Personal Protective Equipment
- c. OSH Specialists. Training for OSH specialists included on-line training, webinars, and classroom training to maintain professional competency in CY 2016.

5) Whistleblower Protection Program

GSA encourages employees to report unsafe or unhealthy working conditions, and the agency is committed to ensuring that no employee is subject to restraint, interference, coercion, discrimination, or reprisal for filing a report of an unsafe or unhealthy working condition. Employees may report issues anonymously or directly to their supervisor or OSHA. A copy of the Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002 (No Fear Act) is posted to GSA's website, and employees are required to successfully complete an agency-wide course on the No Fear Act.

The Agency did not receive any OSH Whistleblower-related submissions in CY 2016.

d. Special 29 CFR 1960 Reporting.

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- 1) Certified Safety & Health Committee - Not Applicable.
- 2) DHHS-NIOSH Only - Not Applicable.
- 3) GSA Only - See Appendix 5.

II. SAFETY & HEALTH MANAGEMENT SYSTEM SELF-EVALUATION.

Overall Assessment. Appendix 4 (titled *Safety & Health Management System Self-Evaluation*) is attached to this report. The appendix presents 30 SHMS system components and instructs Federal agencies to rate themselves (0, 1, 2, 3, or N/A) on how fully they have implemented each one.

Using the combined information gathered from Section I above and Appendix 4, GSA believes a score of “2 - Needs Minor Improvement” is justified to reflect the agency’s performance regarding an OSH Safety and Health Management System (SHMS) implementation. A higher score is not warranted because GSA has not fully implemented all SHMS components. However, GSA continues to address many of the components (e.g., OSH inspections and training) that are critical to SHMS implementation.

Agency Safety and Health Management System					
	0 = Does Not Exist	1 = Needs Major Improvement	2 = Needs Minor Improvement	3 = Is Highly Effective	NA = Not Applicable
Overall Assessment Score	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summary of Self-evaluation.

GSA’s implementation of the OSH Program is rated satisfactory based on the following:

1. The basic program exists across the agency.
2. All regions conduct one or more types of safety and health workplace and/or facility inspections, including "OSH inspections", facility safety and environmental management surveys, and Management Analysis Review System (MARS) inspections.
3. Basic safety and health training is provided.

Key areas where the program is lacking are as follows:

1. The headquarters OSH manager position is currently vacant. There are two (2) facility safety and health staff members at headquarters who periodically attend to OSH issues as needed; however, their primary responsibility is to manage the GSA facility

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safety and health program, i.e., GSA's responsibility as a building owner/operator. The result is that while significant or "emergency" OSH issues are addressed there is no overall management of the OSH program.

2. Organizationally GSA has been in the process of elevating the OSH program from a location in a business line to an office that reports to the GSA Administrator. Until this is completed the existing OSH policy cannot be updated.

3. The program is not fully standardized throughout the agency with regard to inspections, injury and illness investigation, training, staffing, and funding.

Areas for improvement. Areas for improvement are detailed in the "Goals" section.

III. GOALS.

Progress on self-identified CY 2016 goals submitted in the CY 2015 annual report and goals for CY 2017:

Fill the currently vacant GSA National OSH Manager position.

CY 2016 progress - Not Completed.

CY 2017 plan - Seek a hiring freeze exemption.

Fully implement a Safety and Health Management System (SHMS) for the agency consistent with OSHA guidance.

CY 2016 progress - Not Completed.

CY 2017 plan - Pending staffing the OSH manager position, GSA will consider ISO 45001 as an SHMS model.

Host a national in-person GSA safety and health meeting.

CY 2016 progress - Completed. Due to travel restrictions, this was completed through video conferences.

CY 2017 plan - Delete. GSA hosts periodic national GSA safety and health meetings remotely. This goal has been completed and is now an operational process rather than a goal.

Ensure the DASHO - currently the Commissioner of Public Buildings Service - and/or the GSA Administrator are periodically briefed of the agency OSH Program.

CY 2016 progress - Completed. Key OSH issues were communicated to the DASHO through the Assistant Commissioner of the Office of Facilities Management.

CY 2017 plan - Delete. This is an operational process rather than a goal.

Issue the revised GSA Order ADM P 5940.1A. "GSA Occupational Safety and Health Program."

CY 2016 progress - Placed on hold pending the organizational relocation of the OSH

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function.

CY 2017 plan - GSA will revise the Order to include OAS responsibility.

Ensure every Safety and Health Reviewer utilizes DOL's web-based E-Comp system.

CY 2016 progress - Partially completed. GSA has had difficulty in adding/changing OSH specialist access to E-Comp.

CY 2017 plan - GSA is in discussion with OSHA's Office of Federal Agency Programs and Office of Workers' Compensation to streamline OSH reviewer access to E-Comp.

Ensure launch of the newly developed "supervisory safety course" by the end of CY 2016.

Ensure other mandatory training courses as stipulated in 29 C.F.R. §1960 are also developed; for example, Senior Staff and Employee Safety and Health Training.

CY 2016 progress - Not Completed.

CY 2017 plan - Complete pending disposition of OSH program and filling of OSH manager position.

Perform at least four (4) staff assisted visits of offices responsible for safety.

CY 2016 progress - Assisted visits conducted in regions 2, 3, 4, 6, and 11.

CY 2017 plan - GSA headquarters will perform regional assisted visits.